



October 14, 2003

Ms. Kathleen C. DeMeter, Director
Office of Defects Investigation Enforcement
National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, DC 20590

RECEIVED
NHTSA-210
OCT 15 A 3 59
OFFICE OF DEFECTS INVESTIGATION
ENFORCEMENT
NHTSA-210

Dear Ms. DeMeter:

Pursuant to your September 2, 2003 fax (Ref: EA03-013) regarding the separation of fan blades on the Volkswagen® platform we build our Rialta® motor homes around, I have enclosed Winnebago Industries® response in duplicate per your request as well as the data collection disc and supporting documents.

1. State, by model and model year, the number of subject vehicles Winnebago Industries has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Winnebago Industries, state the following:
 - a. Vehicle Identification Number (VIN);
 - b. Make;
 - c. Model;
 - d. Model Year;
 - e. Date of manufacture;
 - f. Date of warranty coverage commenced; and
 - g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Response 1: See enclosed data collection disc.

2. State the number of each of the following, received by Winnebago Industries, or of which Winnebago Industries are otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in subject vehicle, property damage claims, consumer complaints, or field reports;
 - d. Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - e. Property damage claims; and

- f. Third-party arbitration proceedings where Winnebago Industries is or was a party to the arbitration; and
- h. Lawsuits, both pending and closed, in which Winnebago Industries is or was a defendant or codefendant.

Response 2: a. 36.

- a. 0.
- b. 0.
- c. 0.
- d. 0.
- e. 0.
- f. 0.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

- a. Winnebago Industries' file number or other identifier used;
- b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- d. Vehicle's VIN;
- e. Vehicle's make, model, and model year;
- f. Vehicle's mileage at time of incident;
- g. Incident date;
- h. State in which the incident occurred;
- i. Report or claim date;
- j. Whether a crash is alleged;
- k. Whether a fire is alleged;
- l. Whether property damage is alleged;
- m. Number of alleged injuries, if any, and
- n. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

Response 3: See enclosed data collection disc.

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Winnebago Industries used for organizing the documents.

Response 4: All documents are consumer complaints only.

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Winnebago Industries to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for goodwill services that were provided; field, zone, or similar adjustments, and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Winnebago Industries' claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
 1. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Response 5: See enclosed data collection disc.

6. Describe in detail the search criteria used by Winnebago Industries to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers, and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new-vehicle warranty coverage offered by Winnebago Industries on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Winnebago Industries offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

Response 6: Labor Code 07120400 was used for the warranty search. The code breaks down as follows:

- 07 = Model - Rialta,
- 12 = Section - Cooling System,
- 04 = Specific Part - Fan,
- 00 = Procedure.

The coach body, appliances, and equipment installed by Winnebago Industries are covered by a two-year/24,000-mile warranty. In addition to our warranty, Volkswagen covers the cab/chassis under their warranty.

Winnebago Industries does offer extended warranty, but has paid "goodwill" type claims.

7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Winnebago Industries has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Winnebago Industries is planning to issue within the next 120 days.

Response 7: Winnebago Industries has not issued any documents related to the Volkswagen fan blades and currently has no plans to do so in the next 120 days.

8. When analyzing the complaint data provided by Volkswagen, it is noted that the 1999 and 2000 model year Rialta vehicles stand out from all other years. Specifically, those two model years make up just 25 percent of the subject vehicle population but account for 95 percent of the reports. What is Winnebago Industries' assessment of the high number of reported fan blade failures in the 1999 and 2000 model years? What is Winnebago Industries' assessment of the dramatic drop in reports after the 2000 model year?

Response 8: There is no significant difference in the manufacturing techniques by Winnebago Industries from 1999 - 2000 model years to the 2001 - 2002 model years.

During this time Winnebago Industries did not do any modifications to the VW cooling fans. The one modification Winnebago does do near the area of these cooling fans evolves taping into the VW cooling system to add our automotive heating system to the coach portion. We do this by adding two tees and heater hoses to the VW cooling/antifreeze line. In general most of the design and manufacturing responsibilities of Winnebago Industries basically start after the cab portion or directly behind the first row seating (driver/passenger), and we do very little to the front automotive area.

Winnebago does not offer an assessment for the drop-in reports after 2000 model year. We were unaware of this statistic prior to this request and have not done any research other than to assist Volkswagen.


9. Describe all assessments, analysis, tests, test results, studies, surveys, simulations, investigations, inquiries, and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Winnebago Industries. For each such action, provide the following information:
- a. Action title or identifier;
 - b. The actual or planned start date;
 - c. The actual or expected end date;
 - d. Brief summary of the subject and objective of the action;
 - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
 - f. A brief summary of the findings and/or conclusions resulting from the action.

Ms. Kathleen C. DeMeter
October 13, 2003
Page Five

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

Response 9: Winnebago Industries has not done any analysis, tests, studies, surveys, or simulations. However, we have provided Volkswagen with a list of dealers who may have used vehicles on their lot so that Volkswagen can have access to various fan blades from different years and mileage on which they can do tests and analysis. We have also agreed to change out two sets of fan blades on two 2000 model year Rialtas that we have in our possession here at the factory so they can also analyze these fan blades as well.

I trust this letter and the enclosed materials have answered your request. If you need anything further or have any questions, please contact me.

Sincerely,

Dale Jordal
Product Safety Administrator

0301k

Enclosures

CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M-MENU, I-INQ, N-NEXT, P-PREV, A-ADD, U-UPD, D-DEL FULL# [REDACTED]
SER/CHS NO: 80725982 MOD: RV222OD BLT: 111299 CHS # [REDACTED]
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: [REDACTED] CLAIMS: 3
SELL DLR: 2248 PLEASURELAND, INCORPORATED WRO \$: 459.15
INV DATE: 11/19/99 WRO DATE: 03/17/00
SEL DLR PHN: [REDACTED]
SRV DLR PHN: [REDACTED]
CORR# OPENED REP TYPE MILEAGE SERV DIST
3 [REDACTED] BEP E [REDACTED]
CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO
TOPIC: DASH AC COOLING FAN FAILURE
COMMENTS:
FINS BREAKING. OWNER SENT E-MAIL TO VW AND COPIED VW. FILED E-MAIL. SEE OR
FILE FOR COPY.

PD: 0 TREAD: 13

OPN CLOSED 06 23 03 RPT

4-C 1 Sess-1 10.10.1.91 DOC» 2/14

CORRESPONDENCE MAINTENANCE ORCULOM
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259A223982
SER/CHS NO: 80A23982 MOD: RV222QD BLT: 111299 CHS # WV3AH2704XH146277
NAME: KNAPP CARL HOME PHONE: 000 000 0000
ADDRESS: 6035 YUCCA LANE WORK PHONE: 000 000 0000
CTY, STATE: PLYMOUTH MN ZIP: 55446 CLAIMS: 3
SELL DLR: 2248 PLEASURELAND, INCORPORATED WRO \$: 459.15
INV DATE: 11/19/99 WRO DATE: 03/17/00
SEL DLR PHN: 763-422-4171
SRV DLR PHN:
CORR# OPENED REP TYPE MILEAGE SERV DIST AUTH NO
4 06 24 03 BEF E 0
CONTACT: CUSTOMER X DLR DLR CONTACT
TOPIC: COOLING FAN FAILURE
COMMENTS:
RESPONDED REFERRING OWNER TO VW FOR ASSISTANCE. SEE O.R. FILE FOR

PD: 0 TREAD: 13 OPN CLOSED 06 24 03 RPT

4-6 1 Sess-1 10.10.1.91 DOC# 2/14

CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259A223982
SER/CHS NO: 80A23982 MOD: RV222QD BLT: 111299 CHS # WV3AH2704XH146277
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: PLYMOUTH MN ZIP: 55446 CLAIMS: 3
SELL DLR: 2248 PLEASURELAND, INCORPORATED WRO \$: 459.15
INV DATE: 11/19/99 WRO DATE: 03/17/00
SEL DLR PHN: 763-422-4171
SRV DLR PHN:
CORR# OPENED REP TYPE MILEAGE SERV DIST
5 08 05 03 BEF E 0
CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO
TOPIC: E-MAIL TO VW REGARDING COOLING FANS
COMMENTS:
SEE C.R. FILE FOR COPY.

PD: 0	TREAD: 06	OPN	CLOSED 08 05 03	RPT
4-0	1 Sess-1	10.10.1.91	DOC*	2/14

Date: 09/11/03 Time: 12:52:42

CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259A223982
SER/CHS NO: 80A23982 MOD: RV222QD BLT: 111299 CHS # WV3AH2704XH146277
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: PLYMOUTH MN ZIP: 55446 CLAIMS: 3
SELL DLR: 2248 PLEASURELAND, INCORPORATED WRO \$: 459.15
INV DATE: 11/19/99 WRO DATE: 03/17/00
SEL DLR PHN: 763-422-4171
SRV DLR PHN:
CORR# OPENED REP TYPE MILEAGE SERV DIST
6 09 09 03 BEF E 0
CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO
TOPIC: COOLING FAN FAILURE
COMMENTS:
ANOTHER E-MAIL TO VW WHERE WBO WAS COPIED. SEE O.R. FILE.

PD: 0	TREAD: 06	OPN	CLOSED 09 09 03	RPT
4-0	1 Sess-1	10.10.1.91	DOC»	2/14

Date: 09/11/03 Time: 12:52:37

Winnebago Service

From: [REDACTED]
Sent: Monday, September 08, 2003 11:00 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Rialta 2000 VIN#VW3AH2704XH146277

*File**Have in owner's file*

Sally,
In an effort to keep your company in the loop below is a message that was sent to John Taylor and John Abbott at NHTSA in follow up to my discussions with them regarding the recent repairs on my Rialta.

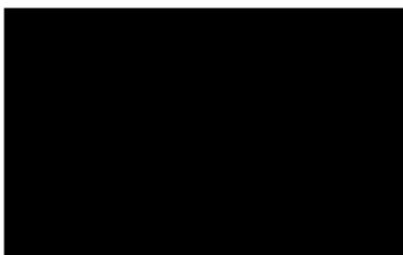
Also I have not heard anything back from you since July 11th. I want this issue addressed! Even some notification by VW or Winnebago that you are still working on the issue would be nice. Do I need to send certified letters to the executives at Winnebago or VW to get their attention? If your not the person to address these problems please have the proper management at VW contact me. If I do not hear back from your company by 9/22/03 I will take the extra steps to get some reaction from all the companies involved with this issue.

Mr. Abbott

I am taking my Rialta back in again for the third time to repair something that was initially damaged during the shattered radiator cooling fan incident. Below the fan on the driver side there is a pump coolant motor that is connected to a 1 inch coolant T hose that is very loose. The broken black plastic motor strap was hit by something with enough force that gouged out a curled piece of plastic. Either the shattered fan hit the strap or the strap cracked which caused the coolant motor to bounce up and shatter the fan blades.

To date this strap has not been replaced even after having four fan motors replaced. Due to safety concerns I have asked VW corporate if I should be concerned about the hoses below my fan. To date I have heard nothing from them. Twice I have asked their authorized mechanics to inspect all hoses and other parts for any damage. For some strange reason their service centers appear to be missing this problem. When the VW mechanic pulls off the front grill and swings out the radiator to replace the fans the cracked strap would be very obvious during a visual inspection. My thirteen year old son and I found this broken piece tonight with a flash light and our heads down in the engine compartment.

Is there anything you would like from me? Would you like a picture of the black pump motor strap?



9/9/2003

Safety notice regarding electric Cooling Fans

Message posted by [REDACTED] on Wednesday, August 27 at 01:30 AM

Message:

Everyone: I post this a a safety reminder if the following ever happens to you on road. Please note that both VW is working on the issue of the "four" radiator cooling fans that have failed. Sally, I wanted to keep VW and Winnebago in the loop as to what conversations I have had with the NHTSA and the VW/Winnebago dealer who recently repaired my new fans. The following e-mail was sent to them after they called me to discuss what occurred when the fans flew apart. I told them that a Tennessee state road side assistance mechanic was the first on the scene. He opened up the hood and had my wife start the engine. After a few seconds the fans started and the RV started shaking while pieces of the fans started flying out. The mechanic instantly shut the hood and told my wife to stop the engine. I have some sharp pieces of the fans if you would like to see them. He was not hurt. Have you heard anything back from anyone in your company? Mr. Abbott, It was a pleasure talking to you the other day. I took my Rialta into the VW/Winnebago dealer to have the loose fan replaced. After the mechanic inspected it he let me know that he decided to replace both of the fans under warranty. It appeared that both of the fans motor shafts were okay. The problem appears to be with the plastic hub on the fans. The fan with the 7/8" play was either warped or wearing away the plastic that connects to the shaft. This has all happen within 2000 miles and less than two months of service. He decided to replace the other fan and motor when he noticed the same wear starting to appear. As a Rialta mechanic he has replaced other VW Fans that shattered but never saw it were the plastic hubs came loose. Because the replacements are being handled by VW you need to contact them to obtain the defective fans. The mechanic will also get back to me on what hose got nicked when the original fans blew apart. When I took the RV in for service I had the VW/Winnebago dealer's customer service agent open the hood and look at the fan with the 7/8" play. He placed his fingers on the fan blades; against my recommendation, and was surprised on how loose it was. But that was nothing compared to the shock he got when the fans automatically started five minutes after it had been idle. He shut the hood and stared like a deer in the head lights. Luckily he was not hurt. Thank You [REDACTED]

[Post Follow-Up Message](#)

Follow-Up Postings:

[* Back to the Main Rialta Message Board](#)

Winnebago Service

80A 23982

File

From: [REDACTED]
Sent: Tuesday, August 26, 2003 9:05 PM
To: "'Sally Eberle'"
Cc: "'on@winnebagoind.com'"
Subject: Rialta 2000 VIN#VW3AH2704XH146277

Sally,
I wanted to keep VW and Winnebago in the loop as to what conversations I have had with the NHTSA and the VW/Winnebago dealer who recently repaired my new fans.

The following e-mail was sent to them after they called me to discuss what occurred when the fans flew apart. I told them that a Tennessee state road side assistance mechanic was the first on the scene. He opened up the hood and had my wife start the engine. After a few seconds the fans started and the RV started shaking while pieces of the fans started flying out. The mechanic instantly shut the hood and told my wife to stop the engine. I have some sharp pieces of the fans if you would like to see them. He was not hurt.

Have you heard anything back from anyone in your company?

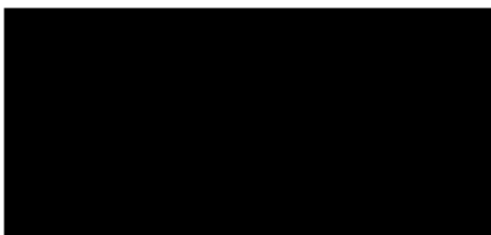
Mr. Abbott,

It was a pleasure talking to you the other day. I took my Rialta into the VW/Winnebago dealer to have the loose fan replaced. After the mechanic inspected it he let me know that he decided to replace both of the fans under warranty.

It appeared that both of the fans motor shafts were okay. The problem appears to be with the plastic hub on the fans. The fan with the 7/8" play was either warped or wearing away the plastic that connects to the shaft. This has all happen within 2000 miles and less than two months of service. He decided to replace the other fan and motor when he noticed the same wear starting to appear. As a Rialta mechanic he has replaced other VW Fans that shattered but never saw it were the plastic hubs came loose. Because the replacements are being handled by VW you need to contact them to obtain the defective fans.

The mechanic will also get back to me on what hose got nicked when the original fans blew apart.

When I took the RV in for service I had the VW/Winnebago dealer's customer service agent open the hood and look at the fan with the 7/8" play. He placed his fingers on the fan blades; against my recommendation, and was surprised on how loose it was. But that was nothing compared to the shock he got when the fans automatically started five minutes after it had been idle. He shut the hood and stared like a deer in the head lights. Luckily he was not hurt.



8/27/2003

Winnebago Service

From: [REDACTED]
Sent: Tuesday, August 19, 2003 9:31 PM
To: "'Sally Ebarle'"
Cc: "'on@winnebagoind.com'"
Subject: Rialta Crash

File

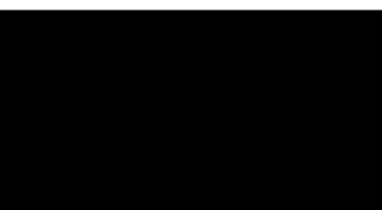
Hi Sally,

Since we last talked my wife will no longer drive our 2000 Rialta by herself because one the new fans is already starting to vibrate. I have also made contact with two individuals that sold their Rialta's after their fans failed more than once. To view what happens to the fans and better understand why my wife is concerned please refer to the attached link:

<http://www.ajhsales.com/VW/FAN.mpg>

My new fan is starting to fail with less than 1000 miles and I just received an E-mail from an individual whose 2002 Rialta fans failed and he nearly crashed with only 9200 miles. This is similar to the story I heard in the Dells with from the MN owner that had his fan replaced and has since sold his rig.

Where are you at getting this problem fixed with Germany? I was finally able to get my hands on a new fan assembly today and have schedule Burnsville VW of MN to replace the new defective unit. Please let me know your company's disposition.



8/20/2003

Winnebago Service

From: [REDACTED]

Sent: Saturday, August 16, 2003 1:18 PM

To: "Sally Eberle"

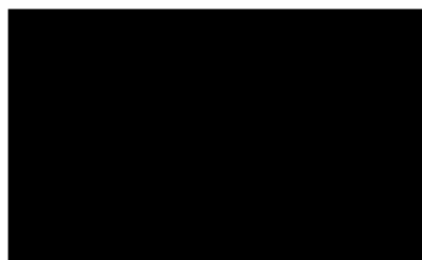
Cc: "or@winnebagoind.com"

Subject: RE: RE: Rialta 2000 VIN#WW3AH2704XH146277

File

Hi Sally,

I have not heard back from you. I tried to purchase a new fan in the last two weeks because the replacement fan that VW installed in TN is to loose. Will VW replace my new fan at no charge? How come there are no fans available - once again - in the US parts inventory? Is there a fix on the way? If you can not answer my concerns who should I contact?



8/18/2003

Winnebago Service

From: [REDACTED]
Sent: Thursday, August 07, 2003 11:09 PM
To: "Sally Eberle"
Cc: "or@winnebagoind.com"
Subject: RE: RE: Rialta 2000 VIN#WW3AH2704XH146277

File
Save in owner's file

Sally:

The following was the e-mail I referenced today in my voicemail to you regarding another individual with multi-fan failure. This is now the second person that I have contacted that has had over three fans replaced.

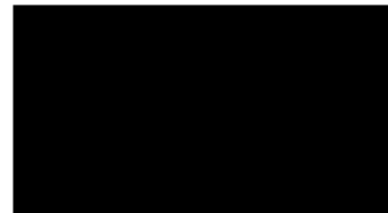
I am also trying to make contact with the person from Minnesota I met at Wisconsin Dells over the 4th that I mentioned last month in our conversation. They are selling their 2000 Rialta because they have also replaced three fans, plus he mentioned a crash.

Has VW fixed the problem or not? I looked at the vacuum lines Jim references in his e-mail. They are under the fan assembly. What do they do? Do I have a safe Winnebago or not?

This makes nine individuals that have had fans replaced in 2000 units.

Date: Wed, 6 Aug 2003 09:06:01 -0500

Hi Carl, Sorry so long on answer. I do not have part numbers any longer. I had the blades come off on the left cooling (drivers side) also had noise on same side three fans replaced. some vacuum lines were damaged causing engine check light four times. I do not have the Rialta any longer as soon as VW made repairs I traded for a good old American powered Rv. Lots of luck VW was good about repair but I had so many problems that I lost faith.
Jim Livezey



8/8/2003

Winnebago Service

From: [REDACTED]
Sent: Monday, August 04, 2003 6:15 PM
To: 'Sally Eberle'
Cc: 'ore@winnebagoind.com'
Subject: RE: Riata 2000 VIN#WW3AH2704XH146277

80A 23982

File

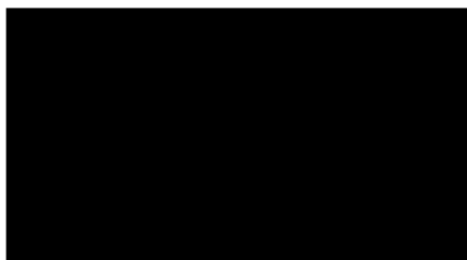
Keep in Owens O.R. file

Hi Sally,

I have not heard anything from you for over three weeks. Has Germany still not gotten back to you? I apologize if you tried to call me in the last few weeks. I was involved in a trial; plus took a short vacation and was not accepting any new voicemails.

I have a major concern about the new fans in our Riata. Not only have they been redesigned from the original fans that prematurely failed, but they also have a 7/8" play in one of the units. I would be glad to send you a {.MPEG} video file that was made so you and your engineers can better understand the problem. Ever since we the had the fans replaced the loose fan has had excessive vibration when in shuts down. Is this part of the new design in all Railtas?

Would you please advise your companies disposition on this total matter?



8/5/2003

Winnebago Service

From: Winnebago Service [or@winnebagoind.com]
Sent: Tuesday, June 24, 2003 10:53 AM
To: [REDACTED]
Subject: RE: Rialta 2000 VIN#WX3AH2704XH146277

Dear [REDACTED]

Winnebago Industries regrets any difficulties you have experienced with your 2000 Rialta. It truly is our sincere desire to provide quality products and service to all Winnebago owners.

When you purchased your Winnebago motor home, you received two separate warranties: the Winnebago limited warranty, which covers the body portion of the motor home, and a chassis manufacturing limited warranty which covers the chassis.

The chassis portion of your motor home is manufactured and warranted by Volkswagen and all problems pertaining to it must be referred to them.

Since we are unable to assist you directly with the cooling fan problem as described, we would recommend you direct your correspondence to Volkswagen for their review. As the manufacturer of the chassis portion of your vehicle, we feel they are in the best position to assist you with this issue.

If you have further questions relative to this matter, feel free to contact our Service Administration Department at 1-800-537-1885.

Service Administration
Winnebago Industries, Inc.
or@winnebagoind.com

6/24/2003

Winnebago Service

From: [REDACTED]
Sent: Monday, June 23, 2003 11:08 PM
To: 'or@winnebagoind.com'
Cc: 'sally.eberle@vw.com'
Subject: Possible SPAM (accuracy low): RE: Rialta 2000 VIN#WX3AH2704XH146277

Dear Winnebago Service,
After numerous conversations with my insurance company it was suggested that I make you aware of potential life threatening design in your 2000 Rialta.

On June 13, 2003 both of our Rialta's electric cooling fans self destructed after starting the descent down Eagle Ridge Mountain in TN. After a few scary minutes my wife successfully navigated the RV to safety with my two young children and sister aboard. Because of the missing blades the unit continued to vibrate excessively for five minutes until it cooled down. Twenty minutes later my wife was able to restart the vehicle and everything appeared to be working in idle until the cooling fan attempted to start it's cooling function again. My wife called a Tennessee Highway Helper who stopped to look at the unit and immediately noted the missing fan blades and called for a tow. The rig was towed to VW of Chattanooga Tennessee who upon inspection determined it needed new fan blades which they did not have in stock. To help expedite the parts I also called dealers looking for parts.

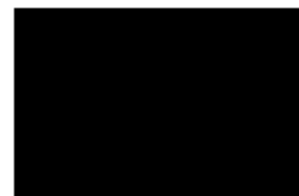
After contacting 5 of your approved VW dealers and Sally Eberle at VW; per your recommendation, it became apparent that neither company acknowledged a historical problem with that engines designed cooling system. Mrs. Eberle had recalled 5 incidences in 1998 designs. She also mentioned that the engine is designed to automatically shut down during a cooling fan failure. Luckily this was not the case during the preparation of my families descent down Mt Eagle.

After contacting many VW parts departments I was surprised to find that they normally stock a replacement fan assembly for my particular VIN number. They also mentioned there was another fan design for the same model year. Being a sales engineer and prior manufacturing experience I found it to peculiar that any dealer would stock a product with a typical lifetime expectance. It would not even make sense for collision replacement parts for a RV with such a low accident rate.

Today I made contact with National Highway Traffic Safety Administration and was surprised to learn that another complaint had been registered. I have also made contact to date with two other Rialta owners out of six who have experienced the same problem. Two of them have concerns about the safety of their repaired Rialta.

What I am requesting from Winnebago is answers to the following questions.

- 1.) Will you cover all repairs and added expenses incurred due to product failure outside of warranty as you have done for others?
- 2.) MOST IMPORTANT - Has the problem been fixed???



6/24/2003

Winnebago Service

From: [REDACTED]
Sent: Monday, June 23, 2003 11:25 PM
To: Carl Knapp; 'Eberle, Sally at VW Co.'
Cc: 'or@winnebagoind.com'
Subject: VIN CORRECTION NUMBER for Rialta 2000 VIN#WV3AH2704XH146277

Per my emails dated 6/20&23 the VIN# on my Rialta's engine should be WV3AH2704XH146277 not WX3AH2704XH14627.
Sorry for the confusion.

Thank You:
[REDACTED]

6/24/2003

Winnebago Service

From: [REDACTED]
Sent: Friday, June 20, 2003 4:51 PM
To: Eberle, Sally at VW Co
Cc: or@winnebagoind.com
Subject: Riatta 2000 VIN#WX3AH2704XH146277

Filed BF

Hi Sally,

I have experienced complete failure of our 2000 Riatta's cooling electric fans blades with only 18K+ miles on the vehicle. When I called 5 dealerships in the USA to get two fans air shipped out it became apparent that there is a problem. One of VW's parts personnel told me that these are normal stock items but recently they have had a run on these units and are out of stock.

My concern is you have replaced the fans with the same design. Because you replaced the units with the same type design I am in the process sending the blades to a material lab for testing and will keep you posted.

I would like the following answered:

1. Do you have a recall on the fans?
2. What is the Mean time between failure rate on these fans?
3. What life expectancy can be expected on the replacement units?
4. Why do you offer two fan designs for the same model year Riatta?
5. How come the only part# 7DO-959-455-K fans are normal stock items and not the others?
6. You mentioned that the engine would automatically shut down if the fans failed. My engine never stopped due to fan failure. My wife turned it off due to excessive vibrations. Do I have real safety problem- is my engine missed wired?
7. Why would two fans fail at the same time?
8. Could the check engine light problem that could not be diagnosed two years ago but came back on within 100 miles of leaving the shop be caused by failure of one fan?
9. You mentioned that the engine could not run on one with spinning fan motor with no blades. After reviewing the electrical drawing I would like to know what no-load safety sensor you have installed in the engine.

Sally the more I dive into this occurrence the more I get concerned that VW has a problem. Please put me at ease.

6/23/2003

CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80261B225109
SER/CHS NO: 80B25109 MOD: RV222HD BLT: 100900 CHS # WV3AH4706YH115903
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: INVERNESS CA ZIP: 94937 CLAIMS: 2
SELL DLR: 2259 LA MESA RV CENTER, INC. WRO \$: 192.24
INV DATE: 10/20/00 WRO DATE: 03/22/01
SEL DLR PHN: 530-747-8435
SRV DLR PHN:

CORR# OPENED REP TYPE MILEAGE SERV DIST
2 09 09 02 BLC T 9936
CONTACT: CUSTOMER X DLR DLR CONTACT JOHN AUTH NO
TOPIC: COOLING FANS BROKE BLADES.

COMMENTS:

ONE BROKE BLADES, OTHER WHOLE FAN IS COMING OFF. CUST IS AT IND. DLR FOR
REPAIRS. GRAYEAGLE CHEVRON IN GRAYEAGLE CA, 95103. DLR CAN GET FANS IN 3
DAYS. ADVISED TO HAVE CUST. PAY BILL AND TAKE TO WINN. DLR FOR
REIMBURSEMENT.

PD:	TREAD:	OPN	CLOSED	09 09 02	RPT
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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80261B225109
SER/CHS NO: 80B25109 MOD: RV222HD BLT: 100900 CHS # WV3AH4706YH115903
NAME: HOME PHONE: 000 000 0000
ADDRESS: WORK PHONE: 000 000 0000
CTY, STATE: INVERNESS CA ZIP: 94937 CLAIMS: 2
SELL DLR: 2259 LA MESA RV CENTER, INC. WRO \$: 192.24
INV DATE: 10/20/00 WRO DATE: 03/22/01
SEL DLR PHN: 530-747-8435
SRV DLR PHN:
CORR# OPENED REP TYPE MILEAGE SERV DIST
3 09 19 02 TDS L 0
CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO
TOPIC: INVOICE TO R&R COOLING FANS
COMMENTS:
CALLED AND SPOKE WITH CUST. INFORMED CUST THAT THEY CAN TAKE BILL TO
DEALER FOR REIMBURSEMENT. TOLD CUST TO HAVE DEALER CALL WRO IF THEY HAVE
ANY QUESTIONS.

PD:	TREAD:	OPN	CLOSED	09 20 02	RPT
4-0	1 Sess-1	10.10.1.91	DOC»	2/14	

80825109

TDS

September 16, 2002

Warranty Claims Manager
Winnabago Industries
P. O. Box 152
Forest City, Iowa 50436



RE: 2001 VW Realta, License 4RYM827,
ID #WV3AH4706YH115903
Purchased: 3/27/2001

Dear Manager,

The above motorhome had 9,936 miles on it when the repair described in the enclosed invoice was necessary. La Mesa, our vendor in Davis, California informed us, that you would cover this repair under warranty.

We do understand that the vehicle carried a one year warranty but we are informed that because the mileage is so low, that this repair would be covered. Further, it appears that when it was delivered to us as a new vehicle that it already had 2476 miles on it. Therefore, this repair was needed after we had put only 7360 miles on it.

If you have any questions, please call me

Yours truly,

Encl.

CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M-MENU, I=INQ, N-NEXT, P=PREV, A-ADD, U-UPD, D=DEL FULL# 802619223459
SER/CHS NO: 80923459 MOD: RV222HD BLT: 062499 CHS # WV3AH2705XH132307
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 68124 CLAIMS: 1
SELL DLR: 0090 LICHTSINN MOTORS, INC. WRO \$: 63.00
INV DATE: 07/29/99 WRO DATE: 10/26/99
SEL DLR PHN: 800-343-6255
SRV DLR PHN:
CORR# OPENED REP TYPE MILEAGE SERV DIST
1 07 19 02 RDS I 0
CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO
TOPIC: COPY OF LETTER TO VW CONCERNING BROKEN FAN & SHROUD
COMMENTS:
LETTER ON FILE

PD:	TREAD:	OPN	CLOSED	07 19 02	RPT
4-C	1 Sess-1	10.10.1.91	DOC»	2/14	

July 11, 2002

Volkswagen of America Inc.
Customer Relations
3800 Hamlin Road
Auburn Hills, MI 48326



Dear Sirs;

In October 1999 I purchased new a Winnebago Rialta RV VIN WV3AH2705XH132307. On June 19th of this year we left Omaha to make a trip thru Wyoming, Utah and Colorado. On June 20 we were approximately one mile west of Centennial, Wyoming when we heard a strong roaring sound. I immediately pulled off and turned off engine but sound persisted. In lifting hood could see that the left fan blade had broken to pieces.

After the fans stopped could see that there was damage to fan blades, the bracket that holds the fans and the shroud. Luckily the radiator was not damaged. We called a emergency tow service and they sent a wrecker out who towed us back to Laramie to Laramie Radiator Works. The owner checked the vehicle and said he could replace the broken parts as soon as he could get the parts here. We rented a car and stayed in hotel while waiting for repair. Checked with the repair shop on Wednesday June 26 and had some of parts but not shroud. Still did not have part on Friday the 28 but was in Denver so we drove to Denver and picked up and he put then in on Friday night.

We left Laramie Saturday morning and completed our trip with no more problems. The mileage was 14047 when the breakdown occurred.

I feel that this should not happen especially at such low mileage. I am attaching the bill for the repair. The parts cost a total of \$766.20 and I think your company should stand the cost of this. I kept the broken parts and will enclose a picture.

Thank-you for your consideration and hope you will act favorable to this request.

Sincerely,



CC Winnebago Industries
Customer Service

LARAMIE RADIATOR WORKS

117 E. LYON
LARAMIE, WY 82072
(307) 745-5595

DATE

7876

PHONE

#1

VEHICLE

ENGINE

LICENSE

PLATE

DESCRIPTION

AMOUNT

REMOVE & REPLACE

RADIATOR

ROD OUT

RADIATOR

BOIL OUT & REPAIR

RADIATOR

FLUSH & REPAIR

BOIL & RESET

TANK

REFILL HEADER

#1 #2

ANTI FREEZE

(COOLANT) INSTALL

REMOVE & REPLACE

HEATER

CLEAN & REPAIR

HEATER

CHECK FOR

INTERNAL LEAKS

INSTALL HEATER

CONTROL VALVE

REVERSE FLUSH

ENGINE

CHEMICALLY FLUSH

ENGINE

THERMOSTAT AND/OR

THERMAL SWITCH

INSTALL

WATER PUMP

INSTALL

HOSES

REPLACE

BELTS

REPLACE

NEW ENGINE

INSTALL

CLEAN & REPAIR

GAS TANK

Freight

LABOR

PARTS

SUB-TOTAL

TAX

TOTAL

→

55.00

62.56

55.00

766.20

883.76

63.02

946.72

Remove & Replace Broken Electric
Fans & Shroud brackets

paid
in full
✓

CORE

COMPLETE MAINTENANCE
DRAIN COCK FLANK
PRESSURE CAP
THERMOSTAT (ASSEMBLY)
WATER OUNCE
COMPLETE REPAIR
FILTER CONTROL VALVE
UPPER
LOWER
HEATER
HEAVY DUTY FAN
FAN CLUTCH
BELTS
HOSE CLAMPS
WATER PUMP
(INSTALL)
OIL COOLER
RECOVERY SYSTEM
CHEMICALS
ANTI-FREEZE
COOLANT
ANTI-RUST
TRANSMISSION OIL

For Shroud & Brackets

766.20

766.20

766.20

766.20

766.20

766.20

766.20

766.20

766.20

766.20

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766.20

766.20

DO NOT RETURN REPLACED PARTS
RETURN REPLACED PARTS EXCEPT EXCHANGE
CORES AND/OR WARRANTY PARTS.
REPAIR FOR
MY INSPECTION

DO NOT RETURN REPLACED PARTS

RETURN REPLACED PARTS EXCEPT EXCHANGE
CORES AND/OR WARRANTY PARTS.

REPAIR FOR
MY INSPECTION

DISCARD

TIME & DATE

11/11

ESTIMATE \$

REVISED
ESTIMATE \$

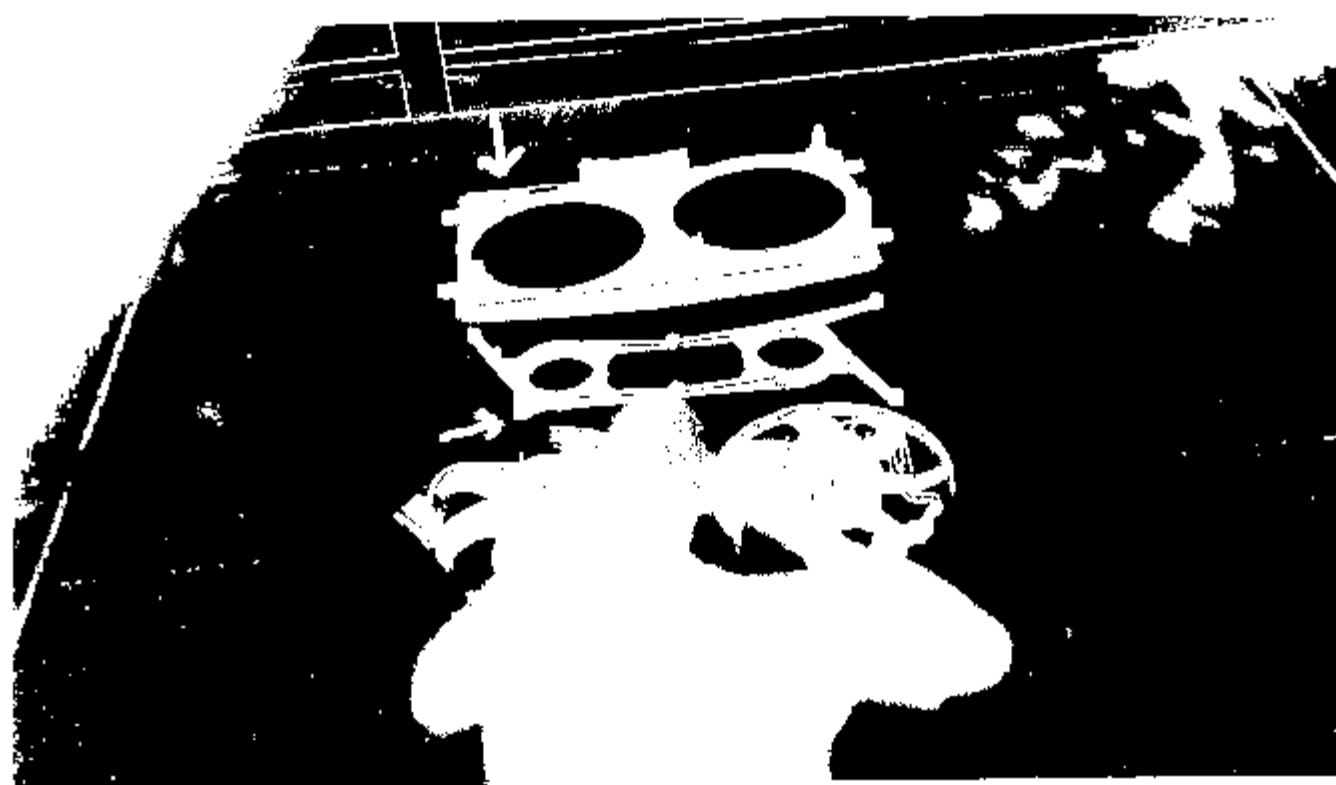
I DO NOT REQUEST AN ESTIMATE AS LONG AS THE REPAIR
DOL'S NOT EXCEED \$

I DO NOT REQUEST AN ESTIMATE.

work to be done along with the necessary material, and hereby give you under your
the vehicle herein described for the purpose of testing and/or inspection. An express
warranty on this vehicle to ensure the amount of repairs therein. You will not be held
liable in case of fire, theft, or any other cause beyond your
control and an attorney to collect the account, if the
vehicle is not under collection agency fee.

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL.

OIL COOLER AND PARTS THAT WE DID NOT INSTALL ARE NOT GUARANTEED
IF REPAIR BECOME NECESSARY DUE TO THE FAILURE OF ONE OF THE LATTER.



CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80260B224835
SER/CHS NO: 80B24835 MOD: RV222FD BLT: 071400 CHS # WV3AH470KYH098491
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 84403 CLAIMS: 4
SELL DLR: 0743 CUTRUBUS MOTORS, INC. WRO \$: 2,030.09
INV DATE: 07/27/00 WRO DATE: 07/29/00

CORR# OPENED REP TYPE MILEAGE SERV DIST
1 08 31 00 RCH I 2418 0743 03 CUTRUBUS MOTORS, INC.
CONTACT: CUSTOMER DLR X DLR CONTACT CAMERON B. AUTH NO
TOPIC: VW REPAIRS/RADIATOR/COOLING FANS
COMMENTS:

DEALER HAS VEHICLE AT LOCAL VW DEALERSHIP FOR REPAIRS, AND ARE BEING TOLD
PARTS ARE ON BACKORDER, WITH NO PROBABLE DATE FOR REPAIR COMPLETION.
CONTACTED VW CUST ASSISTANCE, SPOKE WITH JOE BERTRAND. HE WAS VERY
HELPFUL, AND CALLED BACK TO ADVISE THAT RADIATOR HAD BEEN LOCATED AND
COULD BE AT DEALER ON 9/1. COOLING FAN IS ON BACKORDER, AND THE RUSH
ORDER ARRIVED IN GERMANY 8/31...MAY BE 2 WEEKS TIL ARRIVAL AT DEALERSHIP.
DEALER WILL WORK WITH OWNER TO MAKE VEHICLE AVAILABLE FOR USE ASAP.

PD: TREAD: OPN CLOSED 09 01 00 RPT

4-0 1 Sess-1 10.10.1.91 DOC# 2/14

CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80260B224835
SER/CHS NO: 80B24835 MOD: RV222FD BLT: 071400 CHS # WV3AH470XYH098491
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 84403 CLAIMS: 4
SELL DLR: 0743 CUTRUBUS MOTORS, INC. WRO \$: 2,030.09
INV DATE: 07/27/00 WRO DATE: 07/29/00

CORR# OPENED REP TYPE MILEAGE SERV DIST SEL DLR PHN: 801-627-1300
2 01 31 01 RCH I 2554 0743 03 CUTRUBUS MOTORS, INC. SRV DLR PHN: 801-627-1300
CONTACT: CUSTOMER DLR X DLR CONTACT STEVE H. AUTH NO W0131T
TOPIC: VW COOLING FANS
COMMENTS:

SEE PREVIOUS CONTACT...
FANS FAILED AGAIN, 200 MILES AND SEVERAL MONTHS LATER.
REPLACE COOLING FANS, 1.2 ST.

PD:	TREAD:	OPN	CLOSED	02	02	01	RPT
4-0	1 Sess-1	10.10.1.91				DOC	2/14

CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80261B224950
SER/CHS NO: 80B24950 MOD: RV222HD BLT: 081700 CHS # WV3AH4709YH108315
NAME: [REDACTED] HOME PHONE: [REDACTED]
ADDRESS: [REDACTED] WORK PHONE: [REDACTED]
CTY, STATE: [REDACTED] ZIP: 34232 CLAIMS: 3
SELL DLR: 3835 TOM SCHAEFFERS CMFG & TRAVL CTR INC WRO \$: 596.43
INV DATE: 08/23/00 WRO DATE: 08/30/00
SEL DLR PHN: 610-562-3071
SRV DLR PHN:
CORR# OPENED REP TYPE MILEAGE SERV DIST
3 07 16 03 RDS T 27000
CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO
TOPIC: VW COOLING FANS.
COMMENTS:
ADVISED CUST I WILL CONTACT JIM MYERS ON HIS BEHALF AND ADVISED CUST TO
CONTACT VW OF AMERICA. CUST IS AT FRIENDS HOUSE PHONE # 970-879-9040

PD: 0 TREAD: 06 OPN CLOSED 07 16 03 RPT
4-0 1 Sess-1 10.10.1.91 DOC# 2/14

CORRESPONDENCE MAINTENANCE

ORCULOM

ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80261B225043
SER/CHS NO: 80B25043 MOD: RV222ED BLT: 091400 CHS # EV3AH4706YH112127
NAME: [REDACTED] HOME PHONE: [REDACTED]
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 92382 CLAIMS: 5
SELL DLR: 1848 DAVE ALTMAN'S RV CENTER, INC. WRO \$: 510.08
INV DATE: 10/20/00 WRO DATE: 12/30/00
SEL DLR PHN: 909-422-0311
SRV DLR PHN:

CORR# OPENED REP TYPE MILEAGE SERV DIST
4 11 16 01 TRO T 0

CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO

TOPIC: REPEAT FAILURES OF FRT COOLING FANS, WANTS MONEY BACK FOR COACH

COMMENTS:

FEELS WE AND VW MISREPRESENTED THE SERVICE AVAIL FOR THE CHASSIS, HAS
STATED THAT COACH HAS BEEN OUT OF SERVICE FOR SEVERAL WEEKS ON A COUPLE OF
OCCASIONS FOR THE SAME FAILURE OF THE COOLING FANS AND IS CURRENTLY IN THE
SHOP, ALSO FEELS THAT IT QUALIFYS FOR LEMON LAW, AND EXPRESSED CONCERN
ABOUT LACK OF DLRS. THAT WILL WORK ON THE RIALTA (SPECIFICALLY VW DLRS.)
CALLED JIM MEYERS WITH VW TO REVIEW LEFT A MESSAGE FOR HIM TO CALL ME TO
DISCUSS

PD: TREAD:

OPN CLOSED 11 16 01 RPT

4-0

1 Sess-1 10.10.1.91

DOC# 2/14

CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80260B225128
SER/CHS NO: 80B25128 MOD: RV222FD BLT: 092600 CHS # WV3AH4701YH115632
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 74012 CLAIMS: 2
SELL DLR: 1161 OLATHE FORD SALES, INC. WRO \$: 178.61
INV DATE: 10/13/00 WRO DATE: 10/06/01

CORR# OPENED REP TYPE MILEAGE SERV DIST SEL DLR PHN: 913-856-8145
1 07 31 03 RWP T 15000 1161 04 OLATHE FORD SALES, INC. SRV DLR PHN: 913-856-8145
CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO
TOPIC: ENGINE FANS BROKEN

COMMENTS:

VW IS REPAIRING ITEMS THAT ARE FIXED BUT FANS ARE BROKEN AND ON BACKORDER.
BEEN IN SHOP FOR 2 1/2 WEEKS. DOESNT WANT COACH. I REFER HIM TO REGIONAL
VW REP. WANTS WINNEBAGO TO TRADE HIM INTO NEW UNIT. GO SEE DEALER.
DOESNT WANT TO WORK WITH DEALER SINCE THEY WILL CHARGE HIM AN ARM AND LEG.
EXPLAINED WINNEBAGO WILL WORK WITH HIM ON WINNEBAGO ITEMS EVEN IF WARRANTY
HAS EXPIRED, BUT WE DO NOT ACDEPT RESPONSIBILITY FOR VW CHASSIS. HE WILL H
AVE TO WORK WITH VW ON THAT.

PD: 0 TREAD: 00 OPN CLOSED 07 31 03 RPT

4-@ 1 5ess-1 10.10.1.91 DOC# 2/14

CORRESPONDENCE MAINTENANCE ORCULOM
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259A224498
SER/CHS NO: 80A24498 MOD: RV222QD BLT: 040700 CHS # WV3AH4705YH021284
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 75948 CLAIMS: 7
SELL DLR: 1844 ANCIRA MOTORHOMES, INC. WRO \$: 1,297.59
INV DATE: 04/17/00 WRO DATE: 04/26/00
SEL DLR PHN: 254-771-2035
CORR# OPENED REP TYPE MILEAGE SERV DIST SRV DLR PHN: 254-771-2035
7 10 29 01 RWP T 21774 1844 04 ANCIRA MOTORHOMES, INC.
CONTACT: CUSTOMER DLR X DLR CONTACT LANNY AUTH NO W1029T
TOPIC: COOLING FANS CAME APART
COMMENTS:
SUBLET OF 493.21 NOT COVERED BY VW. PLEASE REVIEW THIS CLAIM WITH STEVE EV
ENSON FOR OUR REIMBURSEMENT. STEVE HAS BEEN WORKING WITH VW

PD:	TREAD:	OPN	CLOSED	10 29 01	RPT
4-C	1 Sess-1	10.10.1.91	DOC>	2/14	

CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M-MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259B224889
SER/CHS NO: 80824889 MOD: RV222QD BLT: 072700 CHS # WV3AH4700YH098550
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 46140 CLAIMS: 5
SELL DLR: 1214 STOUT'S RV SALES, INC. WRO \$: 460.84
INV DATE: 08/14/00 WRO DATE: 11/02/00
SEL DLR PHN: 800-255-7670
CORR# OPENED REP TYPE MILEAGE SERV DIST SRV DLR PHN: 000-000-0000
1 10 02 01 TAP T 0 9999 TENTATIVE DEALER NUMBER
CONTACT: CUSTOMER DLR X DLR CONTACT SALLY E. AUTH NO
TOPIC: CONDENSOR FAN PROBLEM
COMMENTS:
THE CUSTOMER IS IN A KOA IN RAPID CITY, SD AND IS ADVISING VW THAT THE FAN
HAS LOST SEVERAL BLADES. HE'S TIED THE FAN MOTOR SO IT WON'T RUN??? HE'S
ASKING FOR PERMISSION TO DRIVE HOME TO INDIANA "AS IT"! SALLY WANTS MY
OPINION....
I ADVISED HER THAT YOU CAN'T TIE THE MOTOR, BUT COULD PULL THE FAN RELAY TO
KEEP THE FAN FROM RUNNIN. PROBLEM IS POTENTIAL OVERHEATING OF THE ENGINE.
MR. WALLACE HASN'T HAD HER INSPECTED BY LOCAL VW DLR. YET, BUT SAYS PARTS
WOULD BE BACKORDERED. SALLY WILL VERIFY P/N AND AVAIL., THEN CALL LOCAL DLR
PD: TREAD: OPN CLOSED 10 02 01 RPT

4-0 1 8888-1 10.10.1.91 DOC# 2/14

CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80261D227819
SER/CHS NO: 80D27819 MOD: RV222HD BLT: 010903 CHS # WV3AB47023H002217
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 79072 CLAIMS: 5
SELL DLR: 1740 BILLY SIMS TRAILER TOWN - LUBBOCK WRO \$: 456.36
INV DATE: 01/21/03 WRO DATE: 04/21/03
SEL DLR PHN: 806-745-8791
SRV DLR PHN:

CORR# OPENED REP TYPE MILEAGE SERV DIST
1 05 27 03 RDS T 3000

CONTACT: CUSTOMER X DLR DLR CONTACT
TOPIC: CONDENSER FANS

AUTH NO

COMMENTS:

CUST STATES A PIECE OF PLASTIC ON FAN BLADE CAME LOOSE AND CAUSED THE FAN
TO BE OUT OF BALANCE CAUSING THE COACH TO SHAKE. CUST WAS CHARGE \$100.00 TO
HAVE FIXED. ADVISED CUST TO CONTACT VW OF AMERICA.

PD: 0 TREAD: 13

OPN CLOSED 05 27 03 RPT

4-@ 1 Sess-1 10.10.1.91 DOC# 2/14

Date: 09/11/03 Time: 13:14:52

CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M-MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80261D227819
SER/CHS NO: 80D27819 MOD: RV222HD BLT: 010903 CHS # WV3AB47023H002217
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 79072 CLAIMS: 5
SELL DLR: 1740 BILLY SIMS TRAILER TOWN - LUBBOCK WRO \$: 456.36
INV DATE: 01/21/03 WRO DATE: 04/21/03
SEL DLR PHN: 806-745-8791
SRV DLR PHN: 806-745-8791
CORR# OPENED REP TYPE MILEAGE SERV DIST
2 06 13 03 JAN T 3999 1740 04 BILLY SIMS TRAILER TOWN - LUBBOCK
CONTACT: CUSTOMER DLR X DLR CONTACT BRADY/JIM AUTH NO
TOPIC: BROKEN MIRROR ON DRIVER SIDE-COOLING FAN CHARGE
COMMENTS:
UNIT WENT TO GENE MESSER V.W IN LUBBOCK FOR THESE REPAIRS AS THE MIRROR
ORIGINALLY WOULDN'T ADJUST SO THE OWNER COULD SEE PROPERLY AND WHEN HE
TRIED TO MANUALLY ADJUST HE BROKE THE GLASS,, CONTACT JIM MYERS OF V.W. ON
THESE ISSUES AND HE IS GOING TO REVIEW WITH THE VW DEALER AND RECALL WITH
FINDINGS. MIRROR \$ 88.62 PLUS LABOR OF \$ 67.00 AND PER PRIOR CONTACT
THERE IS A \$100.00 CHARGE ON THE COOLING FAN. NOTE FOR NOW.
VIA AUDIX FROM JIM MYERS HE WILL ASK BRADY TO SUBMIT BILLS TO HIM FOR
COVERAGE ON THE MIRROR ISSUE. V.W SVC MGR CLAIMS COVERAGE ON COND.FAN 100%
PD: 0 TREAD: 13 OPN CLOSED 06 13 03 RPT

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1 Sess-1 10.10.1.91

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Date: 09/11/03 Time: 13:14:49

CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M-MENU, I-INQ, N-NEXT, P-PREV, A-ADD, U-UPD, D-DEL FULL# 802609223476
SER/CHS NO: 80923476 MOD: RV222FD BLT: 062199 CHS # WV3AE2706KH124135
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 98112 CLAIMS: 1
SELL DLR: 4706 VALLEY GARAGE, INC. WRO \$: 43.05
INV DATE: 07/16/99 WRO DATE: 09/23/99
SEL DLR PHN: 206-878-1418
SRV DLR PHN:
CORR# OPENED REP TYPE MILEAGE SERV DIST
1 06 21 01 RDS T 0
CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO
TOPIC: COOLING FANS FOR ENGINE
COMMENTS:
CUST STATES SHROUD FOR COOLING FANS JAMMED FANS CUST WILL CONTACT VW OF AMERICA.

PD:	TREAD:	OPN	CLOSED	06 21 01	RPT
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CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80260B224928
SER/CHS NO: 80B24928 MOD: RV222FD BLT: 081400 CHS # WV3AH4702YH102405
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 99508 CLAIMS: 5
SELL DLR: 0201 A & M MOTORS, INC. WRO \$: 1,210.75
INV DATE: 08/23/00 WRO DATE: 10/02/00

CORR# OPENED REP TYPE MILEAGE SERV DIST SRV DLR PHN: 888-423-7878
1 09 22 00 RCH I 1735 2076 03 LA MESA RV CENTER, INC. (YUMA)
CONTACT: CUSTOMER DLR X DLR CONTACT SAM C. AUTH NO
TOPIC: COOLING FAN FAILURE

COMMENTS:

INSPECTED THIS IN-TRANSIT VEHICLE AT THE DEALERSHIP. THIS IS THE SECOND
FAILURE OF THIS TYPE WITHIN A SHORT TIME. ONE OF THE TWO RADIATOR COOLING
FANS HAS THROWN THE BLADES OFF AND DAMAGED THE OTHER FAN ASM. CONTACTED
JOE BERTRAND AT VW, AS WE HAD TALKED ABOUT ANOTHER SIMILAR FAILURE
RECENTLY AT 0743 IN UTAH. HE KNOWS OF SEVERAL OTHERS. AM FORWARDING THE
DAMAGED COMPONENTS TO FOREST CITY FOR INSPECTION, ATTENTION HARVEY NYRUS.

PD: TREAD: OPN CLOSED 09 25 00 RPT

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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M-MENU, I-INQ, N-NEXT, P-PREV, A-ADD, U=UPD, D=DEL FULL# 80260A223872
SER/CHS NO: 80A23872 MOD: RV222FD BLT: 101199 CHS # WV3AE2702XB143166
NAME: [REDACTED] HOME PHONE: [REDACTED]
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 32951 CLAIMS: 2
SELL DLR: 2289 ROBERT PUFELLO DBA/JOY RV SLS/SERV WRO \$: 1,277.47
INV DATE: 12/21/99 WRO DATE: 02/04/00
SEL DLR PHN: 904-437-3327
SRV DLR PHN:
CORR# OPENED REP TYPE MILEAGE SERV DIST
1 07 19 00 JER T 0
CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO
TOPIC: MOTOR PROBLEMS
COMMENTS:
CUST.SAID V.W. REFERED HIM TO US ,I REFERED HIM TO V.W.,FAN BLADE BROKEN
AND RADIATOR PROBLEMS [ALL VW SUPPLIED]CUST.BEING A COMPLETE HORSES BUTT
WOULDN'T LISTEN TO A WORD I WAS TELLING HIM,AND TRYED TO TELL ME HOW TO
DO MY JOB..HE WAS ALMOST MY FIRST HANG UP!!!
UPDATE- CALLER IS 2ND OWNER DR CHARLES BARGER.....NEF

PD:	TREAD:	OPN	CLOSED	07 19 00	RPT
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CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M-MENU, I-INQ, N-NEXT, P-PREV, A-ADD, U-UPD, D-DEL FULL# 80260A223872
SER/CHS NO: 80A23872 MOD: RV222FD BLT: 101199 CHS # WV3AH2702XH143166

NAME: [REDACTED] HOME PHONE: [REDACTED]
ADDRESS: [REDACTED] WORK PHONE: [REDACTED]

CTY, STATE: [REDACTED] ZIP: 32951 CLAIMS: 2
SELL DLR: 2289 ROBERT PUPELLO DBA/JOY RV SLS/SERV WRO \$: 1,277.47
INV DATE: 12/21/99 WRO DATE: 02/04/00

CORR# OPENED REP TYPE MILEAGE SERV DIST SEL DLR PHN: 904-437-3327
3 07 31 00 NEF T 6800 9999 SRV DLR PHN: 000-000-0000

CONTACT: CUSTOMER X DLR DLR CONTACT TENTATIVE DEALER NUMBER
AUTH NO

TOPIC: VW SERVICE- BROKEN DOWN IN ATLANTA
COMMENTS:

SEE CORRESPONDENCE 1. OWNER CALLED VERY UPSET. COACH HAS BEEN STRANDED AT
VW DEALER IN ATLANTA FOR REPLACING COOLING FAN. OWNER IS UPSET THAT
DEALERS IN RIALTA/VOLKSWAGEN DEALER DIRECTORY REFUSE SERVICE; EITHER DON'T
DO MECHANICAL WORK OR DON'T HAVE A LIFT... ALSO CONCERNED THAT DEALERS IN
FL WILL NOT SERVICE COACH AND HE IS EXPECTED TO DRIVE ACROSS STATE. HE HAS
CALLED VWOA AND ASKED ME TO DO THE SAME... I CALLED 800-822-8987 AND LEFT
MESSAGE FOR WENDY ANDERSON AT 3:55.

PD: TREAD: OPN CLOSED 08 01 00 RPT

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CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M-MENU, I-INO, N-NEXT, P-PREV, A-ADD, U-UPD, D-DEL FULL# 80261A223898
 SER/CHS NO: 80A23898 MOD: RV222HD BLT: 102599 CHS # WV3AH2706XH143977
 NAME: [REDACTED] HOME PHONE: 000 000 0000
 ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
 CTY, STATE: [REDACTED] ZIP: 98221 CLAIMS: 7
 WRO \$: 1,399.61
 WRO DATE: 11/10/99
 INV DATE: 11/02/99

CORR# OPENED REP TYPE MILEAGE SERV DIST
 1 08 21 00 RMJ T 4520 1387 01 ROY ROBINSON, INC.
 CONTACT: CUSTOMER DLR X DLR CONTACT DAVE AUTH NO W0821T
 TOPIC: COOLING FAN EMERGENCY REPAIR

COMMENTS:

COOLING FANS FAILED WHILE TRAVELING. OWNER FORCED TO HAVE REPAIRED
 ON ROAD. REPAIR COST IS \$818.21. DLR FAXED COPY OF REPAIR INVOICE
 AND OWNER'S LETTER TO ME FOR REVIEW. OWNER SEEKS REIMBURSEMENT OF
 REPAIR COST AND REIMBURSEMENT FOR RENTAL CAR (\$375) FOR 8 DAYS.
 AUTHORIZED REIMBURSEMENT OF \$818.21 FOR REPAIRS BUT DENIED RENTAL
 CAR REIMBURSEMENT, SPECIFICALL EXCLUDED IN WARRANTY. LETTER AND
 INVOICES IN MY DLR FILE FOR REFERENCE.

PD: TREAD: OPN CLOSED 08 22 00 RPT

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CORRESPONDENCE MAINTENANCE ORCU10M

ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80261A223898

SER/CHS NO: 80A23898 MOD: RV222HD BLT: 102599 CHS # WV3AM2706XH143977

NAME: XXXXXXXXXX HOME PHONE: 000 000 0000

ADDRESS: XXXXXXXXXX WORK PHONE: 000 000 0000

CTY, STATE: XXXXXXXXXX ZIP: 98221 CLAIMS: 7

SELL DLR: 1387 ROY ROBINSON, INC. WRO \$: 1,399.61

INV DATE: 11/02/99 WRO DATE: 11/10/99

SEL DLR PHN: 360-659-6236

SERV DLR PHN:

CORR# OPENED REP TYPE MILEAGE SERV DIST

2 08 25 00 MRW T 4520

CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO

TOPIC: COOLING FANS INOP.

COMMENTS:

SEE PREVIOUS CONTACT, I ALSO DECLINED ON CAR RENTAL.

PD:	TREAD:	OPN	CLOSED	08 25 00	RPT
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CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M-MENU, I-INQ, N-NEXT, P-PREV, A-ADD, U-UPD, D-DEL FULL# 80259B225092
 SER/CHS NO: 80B25092 MOD: RV222QD BLT: 100300 CHS # WV3AH4709YH118309
 NAME: [REDACTED] HOME PHONE: 000 000 0000
 ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
 CTY, STATE: [REDACTED] ZIP: 85748 CLAIMS: 3
 SELL DLR: 2076 LA MESA RV CENTER, INC. (YUMA) WRO \$: 244.14
 INV DATE: 10/13/00 WRO DATE: 02/14/01

CORR# OPENED REP TYPE MILEAGE SERV DIST SEL DLR PHN: 888-423-7878
 1 09 24 01 RCH I 13480 2076 03 LA MESA RV CENTER, INC. (YUMA) SRV DLR PHN: 888-423-7878
 CONTACT: CUSTOMER DLR X DLR CONTACT MELANIE AUTH NO
 TOPIC: VW REPAIRS

COMMENTS:

DEALER REQUESTS REIMBURSEMENT FOR OWNER. OWNER HAD REPAIRS MADE IN TRANSIT
 DUE TO FAILED RADIATOR FANS. FAXED INFO TO JIM MYERS AT VWCA ON 9/25/01.
 HE WILL REVIEW AND CONTACT OWNER WITH DIRECTION. OWNERPAID REPAIR COSTS
 OF \$422.71.

PD:	TREAD:	OPN	CLOSED	09 28 01	RPT
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CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259B225092
SER/CHS NO: 80B25092 MOD: RV222QD BLT: 100300 CHS # WV3AR4709YH11B309
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 85748 CLAIMS: 3
SELL DLR: 2076 LA MESA RV CENTER, INC. (YUMA) WRO \$: 244.14
INV DATE: 10/13/00 WRO DATE: 02/14/01
SEL DLR PHN: 888-423-7878
SRV DLR PHN:

CORR# OPENED REP TYPE MILEAGE SERV DIST
2 09 11 02 NAM T 0

CONTACT: CUSTOMER X DLR DLR CONTACT
TOPIC: CHASSIS A/C COOLING FANS ?

AUTH NO

COMMENTS:

CUSTOMER DROP TRANSFERRED TO ME FROM PLANT PHONE ? CUST ASKING IF I HAVE
HEARD OF ANY PROBLEMS WITH CHASSIS A/C COOLING FANS DISINTEGRATING ? SHE
HAD WORKED ON BEFORE, SEE PREVIOUS, AND NOW FANS BAD AGAIN ? I DIRECTED
CUSTOMER TO VW DEALER OR USE 800 NUMBER TO LOCATE ONE IN CURRENT LOCATION
OF NEW YORK. CUST WAS GOING TO CONTACT VW FOR ASSISTANCE.

PD: TREAD: OPN CLOSED 09 11 02 RPT

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CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M-MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80261A223781
SER/CHS NO: 80A23781 MOD: RV222HD BLT: 092499 CHS # WV3AK2708XH139980
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 30076 CLAIMS: 15
SELL DLR: 2198 PAW PAW'S CAMPER CITY, INC. WRO \$: 3,070.90
INV DATE: 09/30/99 WRO DATE: 10/06/99
SEL DLR PHN: 504-429-1212
SRV DLR PHN:

CORR# OPENED REP TYPE MILEAGE SERV DIST
5 08 16 02 SRE T 20896
CONTACT: CUSTOMER DLR X DLR CONTACT JOHN/MARK AUTH NO
TOPIC: COOLING FAN FAILURE

COMMENTS:

UNIT HAD TO BE TOWED IN \$150, ALMOST \$600 IN PARTS AND \$150 LABOR. THIS HAS
BEEN A KNOWN WEAK PART SO I WILL ALLOW MARK TUGGLE TO COVER AT COST ONLY.
OK TO WRITE PRIOR APPROVAL AND WE WILL ATTEMPT TO RECOVER THROUGH VW. NO ONE
IN GA. WILL WORK ON THESE EXCEPT FOR BLEAKLEY. WE NEED THEM AS THE SERVICE
CENTER. FAX ME COPY OF INVOICE SO I CAN DISCUSS WITH VW ON 8/26.
OWNER IS NOW LAWRENCE THARP 100 GUN LOT TRACE, ROSWELL, GA. 300076

PD: TREAD: OPN CLOSED 08 16 02 RPT

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CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80261A223781
SER/CHS NO: 80A23781 MOD: RV222HD BLT: 092499 CHS # WV3AH2708XH139980
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 30076 CLAIMS: 15
SELL DLR: 2198 PAW PAW'S CAMPER CITY, INC. WRO \$: 3,070.90
INV DATE: 09/30/99 WRO DATE: 10/06/99

CORR# OPENED REP TYPE MILEAGE SERV DIST SEL DLR PHN: 504-429-1212
7 09 05 02 JMN T 20896 1860 08 JOHN BLEAKLEY RV CENTER, INC. SRV DLR PHN: 888-527-8287
CONTACT: CUSTOMER DLR X DLR CONTACT BEA AUTH NO G0905T
TOPIC: COOLING FANS & WHEEL/TOOLS
COMMENTS:

REIMBURSE DEALER FOR COOLING FANS TOW- NO MARKUP 894.87 AND WELL AS \$775.1
0 FOR WHEELS AND TOOLS FOR SRE. BEA WILL SUBMIT AT SUBLET.

PD:	TREAD:	OPN	CLOSED	09	05	02	RPT
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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80261A224212
SER/CHS NO: 80A24212 MOD: RV222HD BLT: 012100 CHS # MV3AH4705YH011029
NAME: [REDACTED] HOME PHONE: [REDACTED]
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 33936 CLAIMS: 2
SELL DLR: 2129 PALM PETERBILT-GMC TRUCKS, INC. WRO \$: 249.40
INV DATE: 02/23/00 WRO DATE: 03/27/00
SEL DLR PHN: 954-584-1910
SRV DLR PHN:
CORR# OPENED REP TYPE MILEAGE SERV DIST
3 06 25 01 JEK T 16100
CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO
TOPIC: NEW OWNER HAS CHASSIS FAN PROBLEMS
COMMENTS:
ADVISED TO CONTACT VW.
THEY CHARGED HIM FOR A NEW FAN AND MOTOR ASSEM.\$250 PLUS EVEN THOUGH THEY
NEW IT WAS UNDER WARRANTY, THEY TOLD HIM JUST SEND YOUR INVOICE TO WINN.FOR
REIMBURSEMENT.

PD:	TREAD:	OPN	CLOSED	06 25 01	RPT
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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259B225017
SER/CHS NO: 80B25017 MOD: RV222QD BLT: 090800 CHS # WV3AH4706YH115822
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 21754 CLAIMS: 0
SELL DLR: 1896 BECKLEY'S ENTERPRISES INC. WRO \$: 0.00
INV DATE: 09/19/00 WRO DATE: 05/24/01
SEL DLR PHN: 301-898-3300
SRV DLR PHN: 301-898-3300
CORR# OPENED REP TYPE MILEAGE SERV DIST
1 08 20 03 JEK T 0 1896 08 BECKLEY'S ENTERPRISES INC.
CONTACT: CUSTOMER DLR X DLR CONTACT SERVICE AUTH NO
TOPIC: VW ISSUES, FANS BROKEN FROM COMP FAILURE
COMMENTS:
ADVISED HIM TO CONTACT VW FOR ASSISTANCE. THE COACH IS OUT OF WARRANTY

PD: 0 TREAD: 00 OPN CLOSED 08 20 03 RPT
4~G 1 Sess-1 10.10.1.91 DOC# 2/14

Date: 09/11/03 Time: 13:07:49

CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M=MENU,I=INQ,N=NEXT,P=PREV,A=ADD,U=UPD,D=DEL FULL# 80259B225095
SER/CHS NO: 80B25095 MOD: RV222QD BLT: 100400 CHS # WV3AH4706YH111883
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 85614 CLAIMS: 1
SELL DLR: 2076 LA MESA RV CENTER, INC. (YUMA) WRO \$: 118.04
INV DATE: 10/10/00 WRO DATE: 11/20/00
SEL DLR PHN: 888-423-7878
SRV DLR PHN:
CORR# OPENED REP TYPE MILEAGE SERV DIST
1 07 23 03 JEK T 0
CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO
TOPIC: COOLING FANS BROKEN
COMMENTS:
ADVISED TO VW FOR REPAIRS.

PD: 0 TREAD: 00

OPN CLOSED 07 23 03 RPT

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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: p M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80261B225068
SER/CHS NO: 80B25068 MOD: RV222HD BLT: 092100 CHS # WV3AH4704YH114488
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 76255 CLAIMS: 4
SELL DLR: 2145 MCCLAIN'S RV FORT WORTH, INC. WRO \$: 1,245.03
INV DATE: 09/25/00 WRO DATE: 11/22/00
SEL DLR PHN: 817-477-5142
SRV DLR PHN:
CORR# OPENED REP TYPE MILEAGE SERV DIST
7 10 10 02 JEK T 35000
CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO
TOPIC: DASH AIR DOW AND COOLANT FAN BROKEN
COMMENTS:
ADVISED TO VW FOR REPAIRS.

PD:	TREAD:	OPN	CLOSED	10 10 02	RPT
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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80260B225011
SER/CHS NO: 80225011 MOD: RV222FD BLT: 092000 CHS # WV3AH4703YH117415
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 75137 CLAIMS: 3
SELL DLR: 1721 ANCIRA MOTORHOMES, INC. WRO \$: 486.38
INV DATE: 10/05/00 WRO DATE: 12/16/00
SEL DLR PHN: 830-981-9000
SRV DLR PHN:
CORR# OPENED REP TYPE MILEAGE SERV DIST
1 06 14 01 JEK T 2000
CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO
TOPIC: VW COOLING FANS ON ENGINE HAVE BROKEN BLADES
COMMENTS:
CUSTOMER IS AT THE VW DEALER NOW HAVING IT REPAIRED, HE ALSO FEELS HE HAS A
PROBLEM WITH HIS BATTERIES DRAINING TO FAST, HE WILL CALL BLEAKLEYS FOR
ASSISTANCE.

PD;	TREAD:	OPN	CLOSED	06 14 01	RPT
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CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259C225546
SER/CHS NO: 80C25546 MOD: RV222QD BLT: 022001 CHS # WV3AB47041H091561
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 75563 CLAIMS: 2
SELL DLR: 0500 RANDY'S TRAVEL TOWN, INC. WRO \$: 1,598.37
INV DATE: 03/06/01 WRO DATE: 04/11/01
RC/SB INCOMPLETE: 24840101 SEL DLR PHN: 800-256-8696
CORR# OPENED REP TYPE MILEAGE SERV DIST SRV DLR PHN:
3 07 17 03 JEK T 0
CONTACT: CUSTOMER X DLR DLR CONTACT AUTH NO
TOPIC: FANS BROKE AND DAMAGED RADIATOR
COMMENTS:
ADVISED TO VW FOR ASSISTANCE.

PD: 0	TREAD: 00	OPN	CLOSED 07 17 03	RPT
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ORCU10M

CORRESPONDENCE MAINTENANCE

ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259A223568
SER/CHS NO: 80223568 MOD: RV222QD BLT: 080499 CHS # WV3AH270XXH131699
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 65020 CLAIMS: 2
SELL DLR: 2266 WHEELER RV CENTER WRO \$: 276.90
INV DATE: 09/03/99 WRO DATE: 09/14/99
SEL DLR PHN: 417-623-3110
SRV DLR PHN: 888-887-6321

CORR# OPENED REP TYPE MILEAGE SERV DIST
3 07 03 02 JAN T 38855 0727 04 RELIABLE IMPORTS & MOTORHOMES, INC.
CONTACT: CUSTOMER DLR X DLR CONTACT DEBBIE AUTH NO
TOPIC: 2ND OWNER & POSSIBLE BROKEN COOLING FAN

COMMENTS:

1ST OWNER
DAVID PAASCH
403 NORTH 8TH
GARDEN CITY KS 67846

2ND OWNER 6/25/02
TOMMY BAYS

NOW BROKEN DOWN IN TUPELO, MS WITH
POSSIBLE BROKEN COOLING FAN. CONTACTED
VW 800-822-8987 FOR DEALER LOCATION.
THEY HAVE ONE IN HUNTSVILLE-AL, MEMPHIS-
TN & MADISON-TN. GAVE PHONE #'S

PD: TREAD:

OPN CLOSED 07 03 02 RPT

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1 Sess-1 10.10.1.91

DOC# 2/14

Date: 09/11/03 Time: 13:04:56

CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259B224884
SER/CHS NO: 80B24884 MOD: RV222QD BLT: 073100 CHS # WV3AH4704YH105211
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 33430 CLAIMS: 9
SELL DLR: 2065 COUNTY LINE SELECT CARS, INC. WRO \$: 3,523.05
INV DATE: 08/21/00 WRO DATE: 04/22/01
SEL DLR PHN: 352-351-5255
SRV DLR PHN: 352-351-5255
CORR# OPENED REP TYPE MILEAGE SERV DIST
2 10 13 00 HGN T 0 2065 99 COUNTY LINE SELECT CARS, INC.
CONTACT: CUSTOMER DLR X DLR CONTACT SCOTT AUTH NO
TOPIC: COOLING FAN
COMMENTS:
TALKED TO VW SALLY WILL BET OTS INVOLVED TO RESOLVE AND ADVISE.
UPDATE 11-15-00 PARTS SHIPPED FEDX 11-15 00 TO VW DEALER.

PD:	TREAD:	OPN	CLOSED	10 13 00	RPT
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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80261B224948
SER/CHS NO: 80261B224948 MOD: RV222HD BLT: 081600 CHS # WV3AH4708YH102117
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 95401 CLAIMS: 6
SELL DLR: 2259 LA MESA RV CENTER, INC. WRO \$: 1,690.35
INV DATE: 08/22/00 WRO DATE: 10/26/00
SEL DLR PHN: 530-747-8435
SRV DLR PHN: 858-874-8000
CORR# OPENED REP TYPE MILEAGE SERV DIST
1 09 19 00 HGN T 0 0124 03 LA MESA RV CENTER, INC.
CONTACT: CUSTOMER DLR X DLR CONTACT MATT AUTH NO
TOPIC: COOLANT FANS
COMMENTS:
CUSTOMER PICKED UNIT UP 2 HRS DOWN ROAD COOLANT FANS SHATTERED \$350.00
TOWING BACK TO DEALER.

PD:	TREAD:	OPN	CLOSED	09 19 00	RPT
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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80261B224948
SER/CHS NO: 80B24948 MOD: RV222HD BLT: 081600 CHS # WV3AH4708YH102117
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 95401 CLAIMS: 6
SELL DLR: 2259 LA MESA RV CENTER, INC. WRO \$: 1,690.35
INV DATE: 08/22/00 WRO DATE: 10/26/00
SEL DLR PHN: 530-747-8435
SERV DLR PHN: 856-874-8000
CORR# OPENED REP TYPE MILEAGE SERV DIST AUTH NO W1024T
2 10 24 00 JAN T 1956 0124 03 LA MESA RV CENTER, INC.
CONTACT: CUSTOMER DLR X DLR CONTACT MATT
TOPIC: COOLANT FANS EXPLODE
COMMENTS:
REFER TO R.O.# 93966 FOR COOLANT FANS/ COOLANT/ RADIATOR/ RADIATOR
BRACKET/ HOSE PLUS LABOR OF 3.3 HRS. TO REPLACE DAMAGED ITEMS DUE TO FAN
BLADE EXPLODING. APPEARS TO BE DUE TO FANS NOT BEING WIRED UP CORRECTLY.
WILL FAX IN STORY FROM R.O. USE AUTH.# 08 W 10 24T. POSSIBLY AS V.W.
ISSUE ? MAYBE THE STORY WILL TELL.

PD:	TREAD:	OPN	CLOSED 10 24 00	RPT
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CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M-MENU, I-INQ, N-NEXT, P-PREV, A-ADD, U-UPD, D-DEL FULL# 80259C226675
SER/CHS NO: 80C26675 MOD: RV222QD BLT: 121401 CHS # WV3AB47072H034675
NAME: [REDACTED] HOME PHONE: [REDACTED]
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 48009 CLAIMS: 4
SELL DLR: 1995 GENERAL RV CENTER, INC. WRO \$: 1,570.36
INV DATE: 01/07/02 WRO DATE: 02/07/02
SEL DLR PHN: 248-349-0900
SRV DLR PHN:

CORR# OPENED REP TYPE MILEAGE SERV DIST
6 07 01 03 GEK T 0

CONTACT: CUSTOMER X DLR DLR CONTACT
TOPIC: FRONT COOLING FANS

AUTH NO

COMMENTS:

THE CUSTOMER CALLED FOR ROD (SEE LAST CORR) THE TOLD ME THAT ONE OF THE
FRONT COOLING FANS STARTED TO VIBRATE . HE CALLED VW WAS WAS TOLD TO
DISCONNECT THE WIRES GOING TO THE FAN AND JUST RUN IT WITH ONE FAN. THE
CUSTOMER DID THIS. NOT TO LONG AFTER THAT THE SECOND FAN BLEW APPART. THE
UNIT WAS TOWED TO A VW REPAIR CENTER. THE WORK IS ALMOST DONE BUT THE
CUSTOMER WAS ASKING IF VW WOULD COVER ANY OF HIS EXPENSES ??? I GAVE THE
CUSTOMER VW'S CUSTOMER ASST NUMBER

PD: 0 TREAD: 06

OPN CLOSED 07 01 03 RPT

4-0

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CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M-MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80260B225067
SER/CHS NO: 80B25067 MOD: RV222FD BLT: 100500 CHS # WV3AH4703YH115812
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 76048 CLAIMS: 5
SELL DLR: 1840 MCCLAIN'S RV SUPERSTORE N. DALLAS WRO \$: 1,338.73
INV DATE: 10/11/00 WRO DATE: 10/19/01
SEL DLR PHN: 940-498-4390
SRV DLR PHN:

CORR# OPENED REP TYPE MILEAGE SERV DIST
1 07 29 02 GEK T 0

CONTACT: CUSTOMER X DLR DLR CONTACT

AUTH NO

TOPIC: ENGINE CONDESOR FANS CAME APPART

COMMENTS:

THE CUSTOMER CALLED . HE STATES THAT THE A/C CONDENSOR FANS CAME APPART.
HE TOOK THE UNIT TO FINDLAYS , THEY MADE THE NEED REPAIRS BUT THE CUSTOMER
FEELS HE SHOULD BE COMPENSATED FOR HIS DOWN TIME AND TOWING . I EXPLAINED
THAT THE CONDENSOR FANS ARE VW AND HE SHOULD CONTACT THEM.
I PLACED THE CALL TO VW'S CUSTOMER ASST. THEY WILL TRY AND HELP .

PD:	TREAD:	OPN	CLOSED	07 29 02	RPT
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CORRESPONDENCE MAINTENANCE ORCUIOM
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80261C225548
SER/CHS NO: 80C25548 MOD: RV222HD BLT: 022101 CHS # WV3AB47011H091386
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 77657 CLAIMS: 1
SELL DLR: 2286 HAPPY TRAILS RV, INC. WRO \$: 33.60
INV DATE: 03/07/01 WRO DATE: 03/12/01
SEL DLR PHN: 409-751-3500
SRV DLR PHN: 409-751-3500
CORR# OPENED REP TYPE MILEAGE SERV DIST AUTH NO
1 08 21 01 DLH T 6054 2286 04 HAPPY TRAILS RV, INC.
CONTACT: CUSTOMER DLR X DLR CONTACT JOHN
TOPIC: CONDENSOR FAN BLADE BROKEN
COMMENTS:
DLR WILL REPLACE. CALL WHEN DONE FOR LABOR OP.

PD:	TREAD:	OPN	CLOSED	08 21 01	RPT
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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M-MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 802599223145
SER/CHS NO: 80923145 MOD: RV222QD BLT: 042199 CHS # WV3AH2701XH111339
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 22485 CLAIMS: 1
SELL DLR: 2047 SAFFORD DODGE, INC. WRO \$: 1,007.12
INV DATE: 04/27/99 WRO DATE: 06/28/99
SEL DLR PHN: 540-898-7998
SRV DLR PHN: 540-898-7998
CORR# OPENED REP TYPE MILEAGE SERV DIST
1 08 11 00 DLR T 10749 2047 99 SAFFORD DODGE, INC.
CONTACT: CUSTOMER DLR X DLR CONTACT JOHN AUTH NO
TOPIC: COND FANS
COMMENTS:
VW DLR WON'T WORK ON IT. DLR WILL REPAIR AND SUBMIT THRU US.

PD:	TREAD:	OPN	CLOSED	08 11 00	RPT
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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 802599223145
SER/CHS NO: 80923145 MOD: RV222QD BLT: 042199 CHS # WV3AH2701XH111339
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 22485 CLAIMS: 1
SELL DLR: 2047 SAFFORD DODGE, INC. WRO \$: 1,007.12
INV DATE: 04/27/99 WRO DATE: 06/28/99
SEL DLR PHN: 540-898-7998
SRV DLR PHN: 540-898-7998
CORR# OPENED REP TYPE MILEAGE SERV DIST
2 08 29 00 JAN T 10749 2047 99 SAFFORD DODGE, INC.
CONTACT: CUSTOMER DLR X DLR CONTACT JOHN AUTH NO W0829T
TOPIC: COOLING FANS REPAIRED
COMMENTS:
REFER TO R.O.# 88996 FOR LABOR OF 2.0 HRS. PLUS 2 COOLING FANS / 1 RELAY/
2 RESISTORS/ 4 OR 6 50 AMP FUSES. (MAY BE ABLE TO RETURN 2 FUSES NOT
USED)..WILL BE LISTED AS NFN PARTS..USE AUTH.# 08 W 08 29T. JOHN HAS
TALKED WITH "DOUG" AT V.W. TECH SERVICE WHO ADVISED HIM TO REPLACE ALL
THESE PARTS FOR REPAIR..

PD:	TREAD:	OPN	CLOSED 08 29 00	RPT
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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259B225193
SER/CHS NO: 80B25193 MOD: RV222QD BLT: 103100 CHS # WV3AM4706YH122852
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 46804 CLAIMS: 4
SELL DLR: 1833 BEN DAVIS CHEV, OLDS, BUICK, PONT, INC WRO \$: 1,099.02
INV DATE: 11/21/00 WRO DATE: 03/29/01

CORR# OPENED REP TYPE MILEAGE SERV DIST SRV DLR PHN: 616-281-1888
1 09 05 01 DLB T 10579 1828 07 GENERAL RV CENTER, INC.
CONTACT: CUSTOMER DLR X DLR CONTACT BARB/CHASI AUTH NO W0905T
TOPIC: COOLING FANS

COMMENTS:
CHASITY CALLED IN TO OR FOR AUTH. FOR \$960.16 FOR VW REPAIRS..TRIED TO EXPL
AIN TO HER ABOUT AUTH. COMING FROM DIST. MGR WHEN NO ONE HAS BEEN INVOLVED.
SHE WAS "NASTY" WANTED HER SUPERVISOR-BARRARA TO TALK TO ME...I EXPLAINED H
OW & WHERE & WHEN TO GET AUTH. BECAUSE THIS IS A VW REPAIR I HAD THEM FAX
THE BILL TO ME..REPLACEMENT OF 2 COOLING FANS & ENGINE LIGHT ON-TOTAL REPAI
R \$960.16 DEALER TO ENTER 2 CONDITIONS FOR REPAIR BOTH VOLKZ9...TRANSIENT
CUSTOMER

PD: TREAD: OPN CLOSED 09 05 01 RPT

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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259A223615
SER/CHS NO: 80A23615 MOD: RV222QD BLT: 081799 CHS # WV3AH2709XH131032
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 91326 CLAIMS: 3
SELL DLR: 1186 DAVE ALTMAN'S RV CENTER, INC. WRO \$: 1,321.93
INV DATE: 08/27/99 WRO DATE: 12/04/99
SEL DLR PHN: 800-400-0787
SRV DLR PHN: 800-342-6908
CORR# OPENED REP TYPE MILEAGE SERV DIST AUTH NO
1 08 28 01 DLW T 0 2806 03 FINDLAY RV CENTER, INC.
CONTACT: CUSTOMER DLR X DLR CONTACT RAY
TOPIC: COACH TOWED IN FRONT FANS DAMAGED COIL
COMMENTS:

PD:	TREAD:	OPN	CLOSED	08 28 01	RPT
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CORRESPONDENCE MAINTENANCE ORCULOM
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259A223615
SER/CHS NO: 80A23615 MOD: RV222QD BLT: 081799 CHS # WV3AH2709XH131032
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 91326 CLAIMS: 3
SELL DLR: 1186 DAVE ALTMAN'S RV CENTER, INC. WRO \$: 1,321.93
INV DATE: 08/27/99 WRO DATE: 12/04/99
SEL DLR PHN: 800-400-0787
SRV DLR PHN: 800-342-6908
CORR# OPENED REP TYPE MILEAGE SERV DIST
2 09 19 01 DAS T 8277 2806 03 FINDLAY RV CENTER, INC.
CONTACT: CUSTOMER DLR X DLR CONTACT RAY AUTH NO W0919T
TOPIC: FRT COOLING FANS BLADES BROKE AND BROKE FAN SHROUD
COMMENTS:
AND PULLED OF WATER HOSE. REPLACED 2 FANS/COMPLETE WITH MOTORS AND FAN
SHOUDS AND REINSTALLED WATER HOSE.
RO#42809.
I WILL AUTH 1.0 HRS FOR THIS REPAIR.

PD:	TREAD:	OPN	CLOSED	09 19 01	RPT
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Date: 09/11/03 Time: 12:55:48

CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80261A223685
SER/CHS NO: 80A23685 MOD: RV222HD BLT: 090399 CHS # WV3AH2705KH138429
NAME: [REDACTED] HOME PHONE: [REDACTED]
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 33785 CLAIMS: 4
SELL DLR: 1744 HARBERSON SWANSTON, INC. WRO #: 2,328.56
INV DATE: 09/16/99 WRO DATE: 11/26/99
SEL DLR PHN: 800-782-1551
SRV DLR PHN: 800-782-1551
CORR# OPENED REP TYPE MILEAGE SERV DIST AUTH NO W0814T
2 08 14 01 CSH I 8120 1744 08 HARBERSON SWANSTON, INC.
CONTACT: CUSTOMER DLR X DLR CONTACT CLIFF
TOPIC: REPLACE COOLANT FANS
COMMENTS:
REPLACE FANS 2.0 HRS PLUS PARTS 644.20

PD:	TREAD:	OPN	CLOSED	08 14 01	RPT
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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259A223542
SER/CHS NO: 80A23542 MOD: RV222QD BLT: 072699 CHS # WV3AH2709XH130317
NAME: [REDACTED]
ADDRESS: [REDACTED]
CTY, STATE: DEATSVILLE AL ZIP: 36022 CLAIMS: 6
SELL DLR: 1741 RELIABLE RV SALES, INC. WRO \$: 1,670.77
INV DATE: 08/11/99 WRO DATE: 10/06/99
SEL DLR PHN: 800-748-8741
SRV DLR PHN: 800-748-8741
CORR# OPENED REP TYPE MILEAGE SERV DIST
1 08 23 00 CSH I 5552 1741 99 RELIABLE RV SALES, INC.
CONTACT: CUSTOMER DLR X DLR CONTACT ANDREA AUTH NO W0822T
TOPIC: COOLANT FANS
COMMENTS:
REPLACE DASH COOLANT FANS-MOUNT CAME LOOSE AND FANS DAMAGED \$ 572.00 FOR PA
RTS

PD:	TREAD:	OPN	CLOSED	08 23 00	RPT
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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259A224021
SER/CHS NO: 80A24021 MOD: RV222QD BLT: 112399 CHS # WV3AH2705XH140360
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 77469 CLAIMS: 10
SELL DLR: 2087 CLIFF JONES, INC. WRO \$: 1,703.35
INV DATE: 12/04/99 WRO DATE: 05/02/00
SEL DLR PHN: 979-885-3554
CORR# OPENED REP TYPE MILEAGE SERV DIST SRV DLR PHN: 888-423-7878
1 07 10 00 DLH T 1 2076 03 LA MESA RV CENTER, INC. (YUMA)
CONTACT: CUSTOMER DLR X DLR CONTACT LESLIE AUTH NO
TOPIC: ENGINE FAN AND MTGINGS BROKEN
COMMENTS:
THIS IS VW WARRANTY. LAMESA MAY REPAIR IF THEY CAN GET THE PARTS.

PD:	TREAD:	OPN	CLOSED	07 10 00	RPT
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Date: 09/11/03 Time: 12:54:46

CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259A224021
SER/CHS NO: 80A24021 MOD: RV222QD BLT: 112399 CHS # WV3AH2705XH140360
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 77469 CLAIMS: 10
SELL DLR: 2087 CLIFF JONES, INC. WRO \$: 1,703.35
INV DATE: 12/04/99 WRO DATE: 05/02/00

CORR# OPENED REP TYPE MILEAGE SERV DIST SEL DLR PHN: 979-885-3554
2 07 13 00 CDM T 0 2076 03 LA MESA RV CENTER, INC. (YUMA) SRV DLR PHN: 888-423-7878
CONTACT: CUSTOMER X DLR X DLR CONTACT LESLIE AUTH NO
TOPIC: ENGINE FAN ASM INOP

COMMENTS:

THE CUSTOMER CALLED VERY IRRATE IN THAT VW WILL NOT GET THE FAN ASM. FROM GERMANY FOR TWO WEEKS. THE UNIT IS IN THE SHOP AT 2076. I CALLED OUR CONTACT AT VW AND THEY CONFIRMED THE SAME. THE CUSTOMER WANTS WINN TO PAY FOR CAR RENTAL DURING THAT TIME. I TOLD HIM HE WOULD HAVE TO GET THE OK FROM VW. NOT HAPPY AT ALL.

PD:	TREAD:	OPN	CLOSED	07 13 00	RPT
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CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259A224021
SER/CHS NO: B0A24021 MOD: RV222QD BLT: 112399 CHS # WV3AH2705XH140360
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 77469 CLAIMS: 10
SELL DLR: 2087 CLIFF JONES, INC. WRO \$: 1,703.35
INV DATE: 12/04/99 WRO DATE: 05/02/00
SEL DLR PHN: 979-885-3554
SRV DLR PHN: 888-423-7878
CORR# OPENED REP TYPE MILEAGE SERV DIST AUTH NO W0718T
3 07 19 00 HGN T 2650 2076 03 LA MESA RV CENTER, INC. (YUMA)
CONTACT: CUSTOMER DLR X DLR CONTACT LESLIE
TOPIC: ENGINE FAN
COMMENTS:
BRACKET ON COOLING FAN BROKE 2.5 HRS RO#88453

PD:	TREAD:	OPN	CLOSED	07 19 00	RPT
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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80260B225325
SER/CHS NO: 80B25325 MOD: RV222FD BLT: 120800 CHS # WV3AH4705YH141716
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 76550 CLAIMS: 4
SELL DLR: 1740 BILLY SIMS TRAILER TOWN - LUBBOCK WRO \$: 1,020.33
INV DATE: 01/12/01 WRO DATE: 02/28/01
CORR# OPENED REP TYPE MILEAGE SERV DIST SEL DLR PHN: 806-745-8791
2 06 28 02 BLC T 0 1740 04 BILLY SIMS TRAILER TOWN - LUBBOCK SRV DLR PHN: 806-745-8791
CONTACT: CUSTOMER DLR X DLR CONTACT BRADY AUTH NO
TOPIC: COOLING FAN BLADES BROKE
COMMENTS:
REFERRED TO VW DEALER FOR REPAIRS.

PD:	TREAD:	OPN	CLOSED	06 28 02	RPT
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CORRESPONDENCE MAINTENANCE ORCU10M
ACTION: P M=MENU, I=INQ, N=NEXT, P=PREV, A=ADD, U=UPD, D=DEL FULL# 80259B224816
SER/CHS NO: 80B24816 MOD: RV222QD BLT: 070700 CHS # WV3AR4703YH099305
NAME: HOME PHONE: 000 000 0000
ADDRESS: WORK PHONE: 000 000 0000
CTY, STATE: ZIP: 58502 CLAIMS: 5
SELL DLR: 2020 CAPITAL RV CENTER, INC. WRO \$: 1,743.60
INV DATE: 07/14/00 WRO DATE: 08/02/00
SEL DLR PHN: 701-255-7878
SRV DLR PHN: 000-000-0000
CORR# OPENED REP TYPE MILEAGE SERV DIST
1 08 02 01 BEF T 0 9999 TENTATIVE DEALER NUMBER
CONTACT: CUSTOMER DLR X DLR CONTACT LARRY AUTH NO
TOPIC: RADIATOR DAMAGED FROM COOLING FAN
COMMENTS:
LARRY AT COUNTRY AUTO CLINIC IS DOING REPAIR FOR 2020. EVIDENTLY THEY ARE
THE SUBLET FOR REPAIR AND 2020 WILL BE SUBMITTING WARR CLAIM TO WBO.
WANTED TO KNOW WHERE TO OBTAIN A RADIATOR. I RECOMMENDED HE CONTACT VW
DEALER TO OBTAIN RADIATOR.

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CORRESPONDENCE MAINTENANCE

ORCU10M

ACTION: F M-MENU, I-INQ, N-NEXT, P-PREV, A-ADD, U-UPD, D=DEL FULL# 80259B224816
SER/CHS NO: 80B24816 MOD: RV222QD BLT: 070700 CHS # WV3AH4703YH099305
NAME: [REDACTED] HOME PHONE: 000 000 0000
ADDRESS: [REDACTED] WORK PHONE: 000 000 0000
CTY, STATE: [REDACTED] ZIP: 58502 CLAIMS: 5
SELL DLR: 2020 CAPITAL RV CENTER, INC. WRO \$: 1,743.60
INV DATE: 07/14/00 WRO DATE: 08/02/00
SEL DLR PHN: 701-255-7878
CORR# OPENED REP TYPE MILEAGE SERV DIST SRV DLR PHN: 701-255-7878
2 08 21 01 RWP T 0 2020 04 CAPITAL RV CENTER, INC.
CONTACT: CUSTOMER DLR X DLR CONTACT JIM AUTH NO W0821T
TOPIC: RAD FAN FAILURE
COMMENTS:
AUTH SUBLET OF 904 FOR FANS AND SUBLET OF 458 FOR RADIATOR

PD:	TREAD:	OPN	CLOSED	08 21 01	RPT
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